

#9  
Letter  
6-12-80

ASTRP.235RC1

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

|           |   |                           |   |                     |
|-----------|---|---------------------------|---|---------------------|
| Applicant | : | Charles D. Lanier, et al. | ) | Group Art Unit 2762 |
| Appl. No. | : | 08/724,947                | ) |                     |
| Filed     | : | October 2, 1996           | ) |                     |
| For       | : | INTELLIGENT HELP SYSTEM   | ) |                     |
| Examiner  | : | Robert W. Downs           | ) |                     |

RESPONSE TO OFFICE ACTION DATED DECEMBER 16, 1998

Assistant Commissioner for Patents  
Washington, D.C. 20231

Dear Sir:

In the December 16, 1998 Office Action, the Examiner allowed all the pending claims and closed prosecution on the merits. However, the Examiner required that an assent of the assignee be submitted and that the original patent be surrendered.

In response to the Examiner's requirements, an assent of the assignee and the original patent grant are submitted herewith.

Should there be any impediment to the prompt allowance of this application that could be resolved by a telephone conference, the Examiner is respectfully requested to call the undersigned attorney of record at (949) 721-2897 or at the telephone number listed below.

Respectfully submitted,

KNOBBE, MARTENS, OLSON & BEAR, LLP

Dated: January 12, 1999

By: David N. Weiss

David N. Weiss  
Registration No. 41,371  
Attorney of Record  
620 Newport Center Drive  
Sixteenth Floor  
Newport Beach, CA 92660

DNW-2578/011299

(310) 551-3450

The  
United  
States  
of  
America



The Commissioner of Patents  
and Trademarks

*Has received an application for a patent  
for a new and useful invention. The title  
and description of the invention are en-  
closed. The requirements of law have  
been complied with, and it has been de-  
termined that a patent on the invention  
shall be granted under the law.*

*Therefore, this*

United States Patent

*Grants to the person or persons having  
title to this patent the right to exclude  
others from making, using or selling the  
invention throughout the United States  
of America for the term of seventeen  
years from the date of this patent, sub-  
ject to the payment of maintenance fees  
as provided by law.*

*Harry F. Manbeck, Jr.*

Commissioner of Patents and Trademarks

*Matthew G. Thompson*  
Attest

PATENT  
Docket No.: ASTRP.235RC1  
Date: January 11, 1999

REISSUE APPLICATION BY THE INVENTOR, ASSENT OF THE ASSIGNEE  
(37 CFR 1.172)

TO THE COMMISSIONER OF PATENTS AND TRADEMARKS:

The undersigned applicant of application 08/724,947, filed October 2, 1996, for the reissue of letters patent entitled "INTELLIGENT HELP SYSTEM," U.S. Patent No. 5,103,498, granted April 7, 1992, of which AST Research, Inc. is the sole owner by assignment, and with whose assent this application is made.

Respectfully submitted,

AST RESEARCH, INC.

Dated: January 12, 1999

By: 

K. S. Choi

Title: Senior Vice-President and Chief  
Financial Officer

Address: 16225 Alton Parkway  
Irvine, CA 92618

DNW-2895  
010899

NO. 724,947 P. 6/7  
P. 5/6

APPR. 24.2001 5 9:54AM KNOBBE MARTENS

TO:

MARK K. POWELL, Examiner

FIRM:

United States Patent and Trademark Office

FACSIMILE

TELEPHONE No.:

(703) 305-9703

FROM:

David N. Weiss

OUR REFERENCE No.:

ASTRP.235RC2

FOR PATENT APPLICATION No.: 09/375,867

FILING DATE:

AUGUST 17, 1999

TOTAL NUMBER OF PAGES:

6 (INCLUDING COVER SHEET)

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Qiana Heidelberg

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MESSAGE: Per our telephone conversation this morning regarding the office action mailed on April 9, 2001, please find attached a copy of the surrender of the original patent grant as well as a copies of a date-stamped return postcard, the transmittal sheet, the response to office action, and the assent of assignee submitted in patent application no. 08/724,947.

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TTI KNOBBE MARTENS

\* \* \* COMMUNICATION RESULT REPORT ( APR. 24. 2001 9:32AM ) \* \* \*

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TO: Mark R. Powell, Examiner  
FIRM: United States Patent and Trademark Office  
FACSIMILE  
TELEPHONE No.: (703) 305-3719  
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OUR REFERENCE No.: ASTRP.235RC2  
FOR PATENT APPLICATION No.: 09/375,867  
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\* A Professional Corporation  
† Also Barholder At Law (Eng & Wales)  
\*\* U.S. Patent Agent

**UTILITY/DESIGN PATENT**

(amend/finat/amend)

DATE: 1-12-99

DATE OF O.A.: 12-16-98

Rec'd in the U.S.P.T.O. on the date stamped hereon via Certificate of Mail:

Att'y Dkt # ASTR 235RC1 AIN: 08/724,947

Filed: 10-2-96

Exr: R. Dawns

Att'y: SNW

Art Unit: 2762

Applicant(s): Charles D. Lanier, et al.

Title: Intelligent Help System

VERIFIED BY: Asst:

Quality Control

☒ Transmittal Sheet in dupl.

☒ Amendment in      pgs.

☐      Mo. Ext. of Time in dupl.

☒ Small Entity Statement(s)

☐ Req. for Drawing Changes, marked in RED

☐ Submission of Formal Drawings

     pgs of Drawings

Transmittal

☐ Information Disclosure Statement; JAN 19 1999

     pgs of Formal Drawings

PTO-1449 w/

Re

☐ SS

Check for Amendment

☐ Issue Fee Transmittal in dupl.

☐ SS

Issue Fee Soft Copies

☒ Original Patent Grant

☐ 5,103,498, issued 9-7-98

☒ Reissue Application by Inventor, Assent of Assignee

☒ Return Postcard

7/96

## PATENT

Case Docket No. ASTRP.235RC1

Date: January 12, 1999

Page 1

In re application of: Charles D. Lanier, et al.

App. No. : 08/724,947

Filed : October 2, 1996

For : INTELLIGENT HELP SYSTEM

Examiner : Robert W. Downs

Art Unit : 2762

I hereby certify that this correspondence and all marked attachments are being deposited with the United States Postal Service as first class mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231, on

January 12, 1999

(Date)

David N. Weiss, Reg. No. 41,371

ASSISTANT COMMISSIONER FOR PATENTS  
WASHINGTON, D.C. 20231

Sir:

Transmitted herewith is a Response to Office Action Dated December 16, 1998, in the above-identified application.

The fee has been calculated as shown below:

| CLAIMS AS FILED                            |   |       |                                       |                  |      |                   |
|--|---|-------|---------------------------------------|------------------|------|-------------------|
|  | CLAIMS<br>REMAINING<br>AFTER<br>AMENDMENT |       | HIGHEST NO.<br>PREVIOUSLY<br>PAID FOR | PRESENT<br>EXTRA | RATE | ADDITIONAL<br>FEE |
| Total Claims                               | 49  | MINUS | 59                                    | = 0 x            | \$18 | = \$0             |
| Independent Claims                         | 9   | MINUS | 9                                     | = 0 x            | \$78 | = \$0             |
| Time Extension Fee                         |   |       |                                       |                  |      | \$0               |
| TOTAL ADDITIONAL FEE<br>FOR THIS AMENDMENT |   |       |                                       |                  |      | \$0               |

- (X) A Reissue Application by the Inventor, Assent of the Assignee is enclosed.
- (X) Original patent grant No. 5,103,498, issued April 7, 1992, is enclosed.
- (X) A return prepaid postcard is enclosed.
- (X) Please charge any additional fees, including any fees for additional extension of time, or credit overpayment to Deposit Account No. 11-1410. A duplicate copy of this sheet is enclosed.

*David N. Weiss*  
David N. Weiss  
Registration No. 41,371  
Attorney of Record

DNW-3914:sw  
01/299

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APR. 24. 2001 5 9:54AM KNOBBE MARTENS

NO. 709 P. 3/7  
P. 3/7